

Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	556	622	-11%	▼
	Admits	449	421	7%	
	Discharges	446	475	-6%	
	Service Hours	5,033	6,119	-18%	▼
	Bed Days	7,056	5,463	29%	▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	257	41.4%
	Residential Services	81	13.0%
Mental Health	Outpatient	98	15.8%
	Case Management	71	11.4%
	Residential Services	4	0.6%
Forensic SA	Case Management	110	17.7%

Consumer Satisfaction Survey

(Based on 153 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Overall		88%	80%	91%
✓ General Satisfaction		87%	80%	92%
✓ Respect		87%	80%	91%
✓ Access		86%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		74%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	47	8%	16%
26-34	115	21%	23%
35-44	124	22%	20%
45-54	129	23%	24%
55-64	65	12%	14%
65+	75	14%	4%

Ethnicity	#	%	State Avg
Non-Hispanic	318	57%	75%
Hisp-Puerto Rican	121	22%	12%
Unknown	81	15%	6%
Hispanic-Other	34	6%	6%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	0%

Gender	#	%	State Avg
Male	289	52%	60%
Female	265	48%	40%

Race	#	%	State Avg
Other	180	32%	14%
Black/African American	139	25%	17%
White/Caucasian	93	17%	65%
Unknown	86	15%	3%
Asian	55	10%	1%
Am. Indian/Native Alaskan	3	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	105	-7%
Admits	38	32	19% ▲
Discharges	56	38	47% ▲
Service Hours	914	1,433	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	54%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	71%
SA Screen Complete	80%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	98%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	48%	50%	45%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		56	51%	60%	55%	-9%
Improved/Maintained Axis V GAF Score		66	73%	75%	51%	-2%
Stable Living Situation		89	82%	95%	81%	-13% ▼
Employed		11	10%	30%	19%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		27	75%	75%	67%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	3	4	-25% ▼
Discharges	3	4	-25% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	90%
Cooccurring	Actual	State Avg
MH Screen Complete	33%	90%
SA Screen Complete	0%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Data Submitted to DMHAS by Month



Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	50%	69%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	86%	40% ▲
Stable Living Situation		4	100%	85%	94%	15% ▲
Employed		1	25%	25%	13%	0%
Improved/Maintained Axis V GAF Score		3	100%	95%	68%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	98%	N/A ▼

▲ > 10% Over ▼ < 10% Under

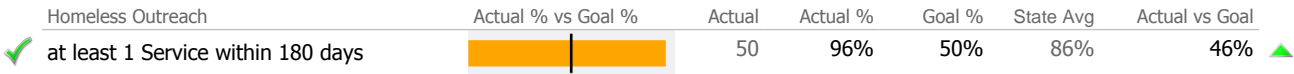
Actual Goal Goal Met Below Goal

* State Avg based on 52 Active Residential Support Programs

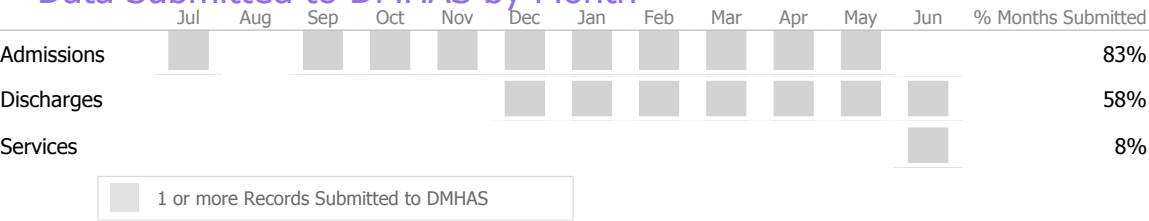
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	43	37%	▲
Admits	52	46	13%	▲
Discharges	58	41	41%	▲
Service Hours	53	25	110%	▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 41 Active Outreach & Engagement Programs


Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	11	-	
Discharges	10	11	-9%
Service Hours	104	32	225% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Stable Living Situation	<div><div></div></div>	4	31%	85%	89%	-54% ▼

Service Utilization























		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Clients Receiving Services	<div><div></div></div>	3	100%	90%	93%	10%


Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 57%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div> 0%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													67%
Discharges													67%
Services													83%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	37	49% ▲
Admits	48	30	60% ▲
Discharges	48	28	71% ▲
Service Hours	337	275	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	13%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	18	38%	50%	64%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	<div><div></div></div>	45	79%	60%	67%	19% ▲
Social Support	<div><div></div></div>	42	74%	60%	72%	14% ▲
Stable Living Situation	<div><div></div></div>	50	88%	80%	37%	8%
Employed	<div><div></div></div>	15	26%	20%	9%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	11	79%	90%	92%	-11% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	75%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	116	-15% ▼
Admits	78	86	-9%
Discharges	82	92	-11% ▼
Service Hours	214	357	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	13%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■		■	■	■		■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	33%	50%	64%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		86	83%	60%	67%	23% ▲
Social Support		76	74%	60%	72%	14% ▲
Employed		0	0%	20%	9%	-20% ▼
Stable Living Situation		10	10%	80%	37%	-70% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	92%	10%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	257	325	-21% ▼
Admits	157	187	-16% ▼
Discharges	128	231	-45% ▼
Service Hours	3,411	3,997	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	59%	95%
Valid TEDS Data	85%	95%
On-Time Periodic		
6 Month Updates	36%	33%
Cooccurring		
MH Screen Complete	99%	95%
SA Screen Complete	99%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		57	45%	50%	51%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		195	73%	55%	58%	18% ▲
Not Arrested		145	54%	75%	89%	-21% ▼
Improved/Maintained Axis V GAF Score		122	62%	75%	59%	-13% ▼
Self Help		59	22%	60%	25%	-38% ▼
Stable Living Situation		135	51%	95%	87%	-44% ▼
Employed		13	5%	50%	37%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		134	96%	90%	82%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		123	80%	75%	73%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Women's and Childrens Residential Program

Community Renewal Team (CRT)

Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Aug 14, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	49	65% ▲
Admits	62	36	72% ▲
Discharges	61	30	103% ▲
Bed Days	7,056	5,463	29% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		29	48%	70%	68%	-22% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		61	100%	85%	93%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		12	41%	90%	52%	-49% ▼

Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ National Recovery Measures (NOMS)						
✓ Abstinence/Reduced Drug Use		65	80%	70%	76%	10% ▲
● Improved/Maintained Axis V GAF Score		56	89%	95%	94%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	138 days	0.3	92%	90%	90%	2%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 98%
✓ Valid TEDS Data		100% 100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		50% 11%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 99%
✓ SA Screen Complete		100% 98%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 100%
✓ Valid Axis V GAF Score		100% 100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

Actual
Goal
✓ Goal Met
 Below Goal

* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs